

ITIL® 4 Foundation Training

Module 1: Service Management

The following concepts are covered in both the instructor-led and adaptive virtual academy training options. The outline follows the instructor-led training schedule; adaptive modules are broken down further for bite-sized learning.

- Service Value System (SVS) and Service Value Chain
- Service Provisioning and Consumption
- Customers, Users, Sponsors, and Other Stakeholders
- Services, Products, and Service Offerings
- Organisations
- Service Relationships
- Value, Outcomes, Costs, and Risks
- Utility and Warranty

Module 2: The Four Dimensions

- Organisations and People
- Information and Technology
- Partners and Suppliers
- Value Streams and Processes

Module 3: The Service Value System

- Opportunity, Demand, and Value
- Guiding Principles
- Governance
- ITIL Practices
- Continual Improvement
- Organisational Silos

Module 4: The Service Value Chain

- Components of the Service Value System (SVS): Plan, Improve, Engage, Design & Transition, Obtain & Build, Deliver & Support
- Inputs of the SVS: Opportunities & Demand
- Outcome of the SVS: Value
- Addressing the Challenges of Silos

Module 5: The Seven Guiding Principles

- Focus on Value
- Start Where You Are
- Progress Iteratively with Feedback
- Collaborate and Promote Visibility
- Think and Work Holistically
- Keep It Simple and Practical
- Optimise and Automate

Module 6: ITIL Practices: Practice Overview and General Management Practices

- Practices and Processes
- Continual Improvement
- Information Security Management
- Supplier Management
- Relationship Management



Module 7: ITIL Practices: Service Management and Technical Management Practices

- Service Level Management
- Event Management
- Service Desk
- Service Request Management
- Incident Management
- Problem Management
- Change Enablement
- IT Asset Management
- Service Configuration Management
- Release Management
- Deployment Management